



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit: 2154

Examiner: Patel, Ashokkumar B.

In Re: Yevgeniy Petrovykh  
Case: P5063  
Serial No.: 09/932,033  
Filed: 08/17/2001  
Subject: Method and Apparatus for Intelligent Routing of Instant  
Messaging Presence Protocol (IMPP) Events among a Group of  
Customer Service Representatives

Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

**Response B**